

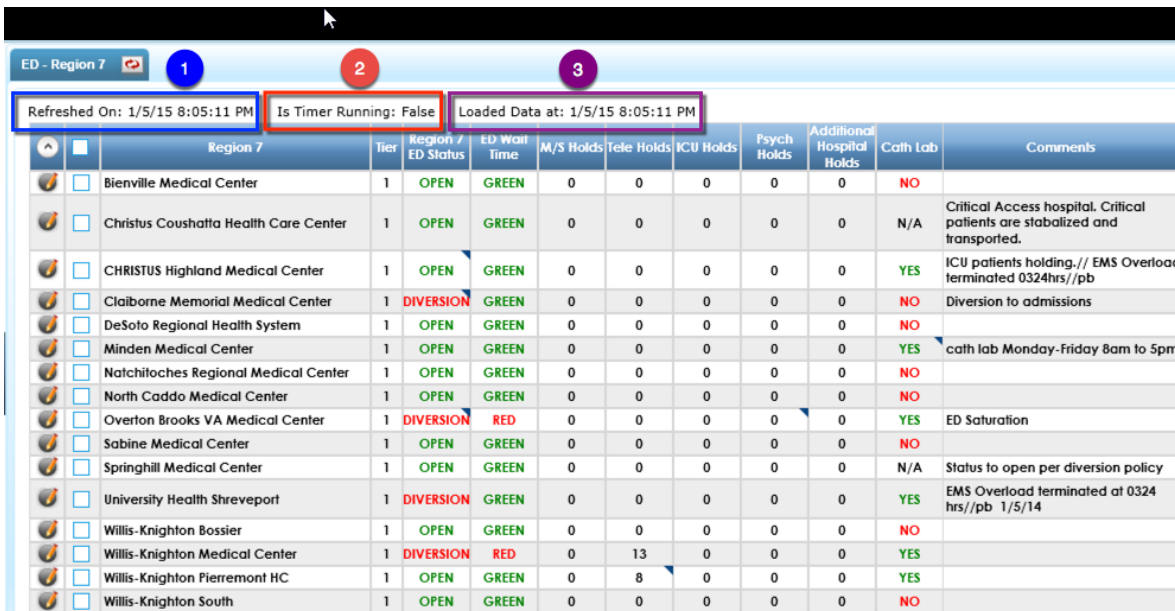
ENSURING THE CURRENCY OF DATA IN THE RESOURCE MANAGEMENT-ED VIEW

Introduction

In some regions, local agencies and hospitals depend heavily on the currency of hospital status items in the Resource Management views to regulate EMS traffic to Tier 1 hospitals on an ongoing basis. One of the more critical items is the status of the region's Emergency Departments. If the data is not current, patients may be transported to hospitals that are stressed with no additional capacity, and this problem is exacerbated in busy influenza seasons, such as the one Louisiana is experiencing in 2015.

Three Key Indicators

The Resource Management application is designed to facilitate the capture and display these vital status items without user intervention to "refresh" the screen. In the current version of the application, **three key data elements** are displayed at the top of the page to give the user immediate feedback about the currency of the data:



ED - Region 7											
<div> <div>1</div> <div>2</div> <div>3</div> </div>											
<div> <div>Refreshed On: 1/5/15 8:05:11 PM</div> <div>Is Timer Running: False</div> <div>Loaded Data at: 1/5/15 8:05:11 PM</div> </div>											
	Region 7	Tier	Region / ED Status	ED Wait Time	M/S Holds	Tele Holds	ICU Holds	Psych Holds	Additional Hospital Holds	Cath Lab	Comments
	Bienville Medical Center	1	OPEN	GREEN	0	0	0	0	0	NO	
	Christus Coshatta Health Care Center	1	OPEN	GREEN	0	0	0	0	0	N/A	Critical Access hospital. Critical patients are stabilized and transported.
	CHRISTUS Highland Medical Center	1	OPEN	GREEN	0	0	0	0	0	YES	ICU patients holding.// EMS Overload terminated 0324hrs//pb
	Clalborne Memorial Medical Center	1	DIVERSION	GREEN	0	0	0	0	0	NO	Diversion to admissions
	DeSoto Regional Health System	1	OPEN	GREEN	0	0	0	0	0	NO	
	Minden Medical Center	1	OPEN	GREEN	0	0	0	0	0	YES	cath lab Monday-Friday 8am to 5pm
	Natchitoches Regional Medical Center	1	OPEN	GREEN	0	0	0	0	0	NO	
	North Caddo Medical Center	1	OPEN	GREEN	0	0	0	0	0	NO	
	Overton Brooks VA Medical Center	1	DIVERSION	RED	0	0	0	0	0	YES	ED Saturation
	Sabine Medical Center	1	OPEN	GREEN	0	0	0	0	0	NO	
	Springhill Medical Center	1	OPEN	GREEN	0	0	0	0	0	N/A	Status to open per diversion policy
	University Health Shreveport	1	DIVERSION	GREEN	0	0	0	0	0	YES	EMS Overload terminated at 0324 hrs//pb 1/5/14
	Willis-Knighton Bossier	1	OPEN	GREEN	0	0	0	0	0	NO	
	Willis-Knighton Medical Center	1	DIVERSION	RED	0	13	0	0	0	YES	
	Willis-Knighton Pierremont HC	1	OPEN	GREEN	0	8	0	0	0	YES	
	Willis-Knighton South	1	OPEN	GREEN	0	0	0	0	0	NO	

This screen shot shows these three key elements:

1. The first element shows the most recent date and time that the view data was refreshed (the time and date that the application “pinged” the server for any new data. This control element “pings” the server on average every 60 seconds.
2. The second element shows whether or not the timer that controls the comparison of the view data with the server is active (or functioning). In this example, the control is not active. We will explain this shortly.
3. The third element shows the last date and time that new data was fetched from the server and displayed in the view.
 - a. If new data is discovered, this element refreshes the active display with the new data.
 - b. It does not refresh the entire view.
 - c. This is an intentional design to avoid persistent, large amounts of data transferred.
 - d. It reduces the time to refresh the data and dramatically reduces the amount of data that is transferred.

The following screen shot shows another important control element that the user can access to manually refresh the data in the view:

The screenshot shows the 'ED - Region 7' interface. At the top, there is a header bar with the title 'ED - Region 7' and a refresh button (a circular arrow icon). A red callout bubble points to this button with the text 'Click this button to refresh the entire view'. Below the header, there is a status bar with three elements: 'Refreshed On: 1/5/15 8:35:44 PM', 'Is Timer Running: True' (highlighted with an orange box), and 'Loaded Data at: 1/5/15 8:05:11 PM'. Below the status bar is a table with columns: 'Region 7', 'Tier', 'Region 7 ED Status', 'ED Wait Time', 'M/S Holds', 'Tele Holds', and 'ICU H'. The table lists several medical centers: Bienville Medical Center, Christus Coughatta Health Care Center, CHRISTUS Highland Medical Center, Claiborne Memorial Medical Center, DeSoto Regional Health System, and Minden Medical Center. A red callout bubble points to the 'Region 7 ED Status' column for Christus Coughatta Health Care Center with the text 'This manual refresh will activate the control'.

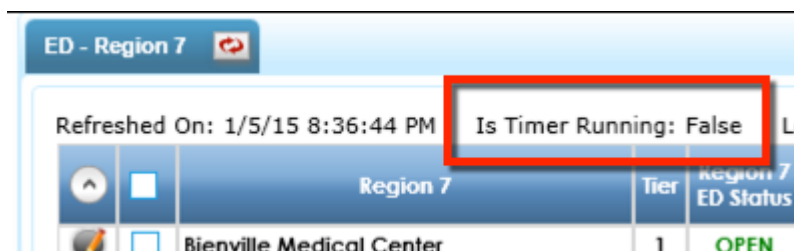
Region 7	Tier	Region 7 ED Status	ED Wait Time	M/S Holds	Tele Holds	ICU H
Bienville Medical Center	1	OPEN	GREEN	0	0	C
Christus Coughatta Health Care Center	1	OPEN	GREEN	0	0	C
CHRISTUS Highland Medical Center	1	OPEN	GREEN	0	0	C
Claiborne Memorial Medical Center	1	DIVERSION	GREEN	0	0	C
DeSoto Regional Health System	1	OPEN	GREEN	0	0	C
Minden Medical Center	1	OPEN	GREEN	0	0	C

Clicking this control will refresh all data and will re-activate the timer control.

Having Confidence in the Data

In order to ensure that the data displayed in the view is current, everything hinges on the hospitals in the region updating their statuses timely. If this can be accomplished, the following protocols should be put in place to ensure that the data remains current without having to manually refresh the screen:

1. The computer running the Resource Management view should have either Internet Explorer 9 or Google Chrome installed for use with the ESF 8 Portal.
 - a. We do not recommend using newer versions of Internet Explorer, particularly version 11 at this time.
 - b. Google Chrome offers the most stable functioning of the view.
2. The browser window showing the Resource Management view should retain primary focus on the display.
 - a. If you minimize the browser to work on other applications, the refresh timer control will stop functioning. You will see the following:



- b. If you work on other applications, thereby taking the focus off of the browser displaying the Resource Management view, the refresh timer control will stop functioning.
- c. For these same reasons, any screensaver or monitor time-out function should be disabled.

NOTE: The amount of time for a minimized window to cause the refresh timer to stop can vary by browser type and operating system. However, generally it will happen in less than one minute.

Although we have tested the successful functioning of the refresh timer control for up to 48 hours, we recommend periodic manual refreshes of the view, either at the start of each shift or on a daily basis as needed.

If you encounter problems with the refresh timer control, please contact us at esf8help@la.gov so that we can determine the root cause and provide a solution.